GIT & ITSM

Best Practice Collaboration

4me®

The **Complete**
Service Management Platform

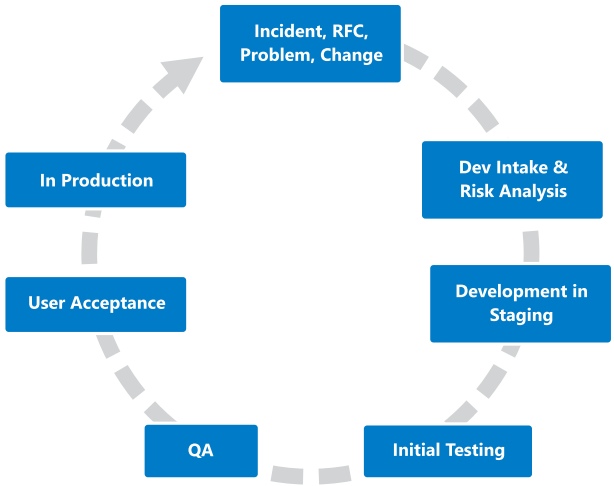
Challenges in Modern IT Organizations

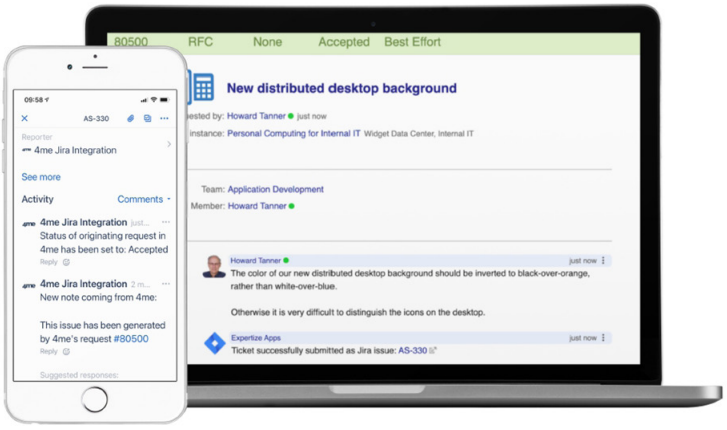
Typically, software development teams use (agile) software development tools (like JIRA/Trello/GitHub/etc.) to manage their product backlog and use CI/CD tools (like Jenkins/Buddy/TeamCity/etc.) to automate the test and deployment pipeline. The actual code is usually committed and stored in GIT repositories.

Software developers need a productive environment aimed at being able to develop efficiently and effectively. IT departments are responsible for the accompanying processes such as Incident, Problem, and Change management. This document helps to resolve the conflict between development and IT.

Every IT department faces the challenge of seamlessly integrating ITIL processes with those of software development. However, conventional ITSM tools focus more on IT service management processes, while development tools such as JIRA focus more on software development.

How can the challenge of seamlessly integrating both areas be solved without friction losses and interface problems?





4me is Designed for Superfast and Seamless Integration with Software Development Tools

4me is the first Enterprise Service Management (ESM) application specifically built to support seamless integration with development departments or external development service providers.

It allows an organization's internal and external service providers to collaborate seamlessly while providing real-time insight into the level of service being delivered.

For more information visit: **4me.com**

GIT & ITSM
Best Practice Collaboration

A Typical Software Enhancement Cycle:

Step	Example	Tool	Collaboration/Info to
Incident / RFC	Software bug or enhancement request	ITSM	End Users (Self Service), IT
Problem	Recurring software bugs with unclear reason	ITSM	IT
Change	Planned Infrastructure and Software modifications	ITSM	End Users (Self Service), IT
Dev Intake	Enhancement/modification request accepted by development	Software Development Tool/ITSM	End Users, Development
Risk Analysis	Impact analysis of the enhancement	Software Development Tool/ITSM	IT, Development
Ready for Dev	Planning Development	Software Development Tool	Development
Developing	Developing	Software Development Tool	Development, End Users (Status Information, ETA)
In Staging	Development completed	Software Development Tool	Development, End Users (Status Information, ETA)
Testing	Initial tests by educated testers	Software Development Tool	Development, End Users (Status Information, ETA)
Ready for QA	Educated tests successful and final review	Software Development Tool	Development
In QA	Last modifications and documentation	Software Development Tool	Development
User Acceptance	End users testing from a non-developer perspective	Software Development Tool/ITSM	Development, End Users (End-User Tests)
In Production	Productive use of the software	Software Development Tool	End Users, IT, Development
HyperCare	New bugs or enhancements discovered (Cycle Back to Incident / RFC step)	ITSM	IT, End Users

Service Integrator Layer

The four most common ways in which organizations choose to set up their SIAM service integration layer are:

- Internal service integrator – the customer organization staffs the service integrator layer
- External service integrator – the service integrator layer is fully outsourced to a specialized SIAM firm
- Hybrid service integrator – the service integrator layer is partly outsourced
- Lead supplier – one of the customer's managed service providers staffs the service integrator layer

Each option has its advantages and disadvantages. Over time, organizations may decide to move from one option to another. That is why it is good to know that 4me supports all of these options for the service integrator layer.

4me allows seamless integration with Atlassian Jira and other development tools. The 4me standard integration is available for development teams that use Jira Software to work on the requests for bug fixes and enhancements that are assigned to them in 4me. This integration is available as part of the 4me Integration service, for customers with an on-premise Jira environment as well as for those that use Jira in the cloud.

Integrating 4me with GIT/Jira Core

The 4me technology is designed for simple and transparent integration using the 4me standard connectors or the fully documented 4me API. 4me also offers a Jira integration app within the 4me app store.

The agile board and product backlog functionality available in 4me makes it easy for development teams to switch to 4me as their software development tool. Using automation rules, it is possible to automatically trigger the tool of choice to manage their workload.

However 4me has the ability to create agile boards and allows resource planning too. Whether an organization prefers Kanban or Scrum, both are agile methodologies that will benefit from the ability to set up agile boards in 4me.

Using 4me Automation Rules in combination with webhooks, each development stage may automatically synchronize with common development tools.